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# Example of Reservations Agent Job Description

Our growing company is looking for a reservations agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for reservations agent

* To ensure all reservations are entered in the PMS accurately with all records maintained
* Record and process group reservations and all reservations made by phone, fax or internet bookings
* To be fully conversant with the hotel's rate structure particularly on public rate offers
* To fully understand market segmentation and other statistical tracking requirement to accuratelt qualify booking data
* Provide warm and professional first impression to guests who call to make room reservations
* Knowledge in standard PC software
* Experience in Reservations / Front Office / Sales preferred
* Ensure all outward correspondence complies with company procedures, and any unusual correspondence is authorised by the Reservations Manager
* In-put all inbound reservations with and without transportation
* Professionally answer and distribute all inbound phone calls

## Qualifications for reservations agent

* At a minimum, we are seeking candidates who have completed their high school education, or the equivalent (we provide comprehensive training)
* Knowledge of the internet preferred
* Minimum 6 months of experience in reservation
* Knowledge in costumer service
* Capture sales from in-coming hotel and restaurant reservations calls and coordinate details of each reservation
* Run daily reports for the reservations department, restaurant operations, Sales & Marketing, General Manager, Department Head